

Policy: Voluntarily Freezing and Unfreezing of Trading Account

In compliance with SEBI's framework outlined in circular number SEBI/HO/MIRSD/POD1/P/CIR/2024/4 dated January 12, 2024, and the guidelines issued by the Stock Exchanges, Prudent Broking Services Private Limited (PBSPL) provides its clients with the facility to voluntarily freeze or block online access to their trading accounts.

1. Freezing of trading account:

Clients can request the freezing or blocking of their trading accounts through the following methods:

A. Request via Phone Call

Clients must call the landline number 079-69029992 from their registered mobile number. During the call, they should inform us about the request to freeze or block their Prudent Broking trading account.

B. Request via Email

Clients can email cmp@prudentcorporate.com to request the freezing or blocking of their Prudent Broking trading account. The email should specifically mention the request to freeze or block the trading account, including the trading account details.

C. Steps Taken Upon Request

Upon receiving a call or email request, the following steps will be taken:

Scenario	Timelines for issuing acknowledgment as well as freezing/ blocking of the online access of the Trading account.
Identification of client and trading account	Our executive will identify the client and take further action to freeze the trading account.
Request received during the trading hours ¹ and within 15 minutes before start of trading.	Within 15 minutes
Request received after the trading hours and 15 min before the start of trading.	Before the start of next trading session

¹Trading hours shall be as follows:
Capital Market Segment: 9.15 am to 3.30 pm.

Please note the following points:

- 1. No fresh orders shall be allowed to be placed through online access.**
- 2. All pending orders will be cancelled.**
- 3. Live Stock SIP will be stopped during the period when client's account is frozen, and no further debit instructions will be initiated.**
- 4. Client's open positions will NOT be squared off. In case if client wants to square off the open position, client can use our "Call and Trade" facility.**

2. Unfreezing of trading account:

Clients must follow the same process as for freezing the account:

- A. Request via Phone Call: Call the landline number 079-69029992 from the registered mobile number.
- B. Request via Email: Email cmp@prudentcorporate.com with a specific request to unfreeze the trading account, including trading account details.

Upon receiving the unfreeze request, the account will be processed and unfrozen within 48 hours.

Communication

Post freezing/blocking and unfreezing/unblocking of the trading account, a confirmation will be sent to the client's registered mobile number and email ID, stating that the online access to the trading account has been frozen/blocked or unfrozen/unblocked.

Note:- This policy is in accordance with Exchange Circular NSE/INSP/61529 and 20240408-12 (BSE) and is effective from July 1, 2024.